



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

GROUP SECRETARY

Class No. 002761

■ CLASSIFICATION PURPOSE

To perform a wide variety of secretarial and clerical work for a group of managers; to assist with routine administrative and business detail; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This class differs from the other classes in the secretary series in that incumbents perform a full range of secretarial duties for a group of three (3) or more management positions, each of which requires personal services.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Transcribes from dictation machine or notes.
2. Prepares routine correspondence, memoranda, reports, records, documents, orders, and statistical data from written/typed copy or verbal instructions such as charts, tables, and graphs.
3. Sets up/maintains office files, records, and indexes.
4. Maintains control tickler files of matters in progress to monitor/expedite their completion.
5. Coordinates time, place, and participant arrangements for meetings.
6. Maintains appointment calendars.
7. Screens, prioritizes, and routes incoming mail.
8. Provides general information to office and telephone callers, and screens or refers callers to appropriate party.
9. Compiles and summarizes information, data, and figures for reports.
10. Orders supplies.
11. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Operation and uses of common office equipment including electronic and memory typewriters, personal computers, video display terminals calculators, copiers and dictation/transcribing machines.
- Wide variety of typing layouts and formats.
- Indexing rules and filing systems including alphabetical chronological, numerical, subject area and tickler.
- Record keeping and clerical monitoring procedures.
- Business English including spelling, punctuation, grammar, capitalization and word usage.
- Modern Office procedures and practices.
- Related rules, policies and manuals of the County of San Diego.
- Organizational structure of the County of San Diego.
- Telephone, office, and online etiquette.

- County customer service objectives and strategies.

Skills and Abilities to:

- Operate an automatic or memory typewriter and personal computer.
- Operate a transcribing machine.
- Type with speed and accuracy.
- Access and utilize data from computerized record keeping system.
- Read, understand, follow, and explain, policies and procedure.
- Compile and summarize statistical, financial, and other data.
- Proofread and review work for accuracy, correctness and completeness.
- Greet and assist callers in person and by telephone in a tactful and diplomatic manner.
- Maintain confidentiality.
- Make arithmetic calculations.
- Monitor, prioritize and route incoming and outgoing mail.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact, and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are: at least one (1) year of secretarial experience or completion of college level secretarial courses or completion of a college level secretarial certificate program.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Frequent upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

An ORIGINAL, unaltered typing certificate (no photocopies) for at least 50 net words per minute (nwpm) with a maximum of 5 errors must be attached to the application and will be required before candidates are scheduled to compete in the selection process. The typing test must be for at least five (5) minutes with two (2) gross words penalty for each error, and the certificate must be no more than two (2) years old. The certificate must state the gross words per minute attained and the number of errors.

Some positions may require shorthand or speedwriting skills. An ORIGINAL, unaltered shorthand or speedwriting certificate for at least 90 net words per minute with 95% accuracy must be attached to the application and will be required before candidates are scheduled to compete in the selection process. The shorthand or speedwriting test must be for at least two (2) minutes and must not be more than two (2) years old.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: June 30, 1979
Revised September 28, 1990
Reviewed: Spring, 2004